



**GREYSTONE
COLLEGE**
PART OF THE ILSC EDUCATION GROUP

DIPLOMA

AVAILABLE IN
VANCOUVER

DIPLOMA IN CUSTOMER SERVICE CO-OP

- Develop a solid foundation in customer service skills and prepare for entry into the hospitality, tourism and travel industries.
- Learn how to effectively build your product and service knowledge in order to provide relevant information to customers
- Programs taught by industry professionals and highly-qualified instructors
- Strengthen your résumé with Canadian work experience

PROGRAM LENGTH

Daytime Program: 50 weeks

24 weeks academic study + 24 weeks paid work experience + 2 weeks academic study (post-placement feedback)

Evening Program: 92 weeks

48 weeks academic study + 40 weeks paid work experience + 4 weeks post-placement study.

Note: During Dec-Jan holiday season, co-op start dates could be delayed, and/or hours reduced due to holiday business schedules.

ENTRY REQUIREMENTS

- Students who are interested in attending Greystone College must have completed (graduated from) their final year of general schooling or GED, or have mature student status.
- International students must demonstrate a Beginner 4 level of English with Greystone's online written test and interview. The online test is exempt if CLB 4, IELTS 4 or ILSC Beginner 4 is presented.
- If an applicant fails to meet the minimum requirements, they cannot be waived by either the institution or the student.

2015 START DATES

Daytime Program: Jan 5, Jan 26, Feb 23, Mar 23, Apr 20, May 19, Jun 15, Jul 13, Aug 10, Sep 8, Oct 5, Nov 2, Nov 30

Evening Program: Jul 27, Sep 21, Nov 16

2015 FEES

Registration fee:	\$150
Tuition:	\$8,840
Materials fee:	\$500
Co-op Service fee:	\$500

OPTIONAL PLACEMENT UPGRADE FEES

Placement fee: \$325

Co-op Service includes: Permit sponsorship, documentation support, interview and job preparation, résumé building, explanation of government reporting procedures, and job search tips.

Standard Placement fee (optional):

Co-op service and up to 2 guaranteed interviews.

The student is responsible for the payment of any government fees related to the application for a work permit and the extension of study permit.

All fees are in Canadian dollars.

PROGRAM DESCRIPTION

This program will prepare you for success in workplaces driven by customer relationships, providing a pathway to work in organizations such as restaurants, hotels, motels, clubs, pubs, cafes, coffee shops and retail stores. With this qualification, students will be able to specialize in areas such as accommodation services, food and beverage and retail, or put their diverse skills to support the needs of small businesses. Students will learn effective communication skills, how to manage conflict and handle customer complaints, how to work in a team, and how to build product and service knowledge in order to provide relevant information to customers.

CO-OP WORK PLACEMENT: Greystone co-op coordinators will help prepare you for securing a co-op placement, and, for an optional fee, can provide up to 2 guaranteed interviews. Co-op placement hours cannot exceed study hours. Co-op positions vary depending on an employer's needs, and the student's English and professional skills. Your work schedule and wage will be determined by your employer.

PROGRAM SCHEDULE

DAYTIME PROGRAM SCHEDULE

Students taking the daytime program will follow the same course schedule from 9:00 AM–2:30 PM every week throughout their entire 50 week program. Additionally, during 4 weeks of the program, students will take the Work Placement Class to prepare for their co-op. After completing the final course, students start their co-op placement then return to Greystone College for 2 weeks of Post Placement Study, and graduation.

24 WEEKS ACADEMIC STUDY		24 WEEKS CO-OP	2 WEEKS POST PLACEMENT STUDY	
MON–THU	FRI	VARIES	MON–THU	FRI
9:00 AM–12:00 PM Class		Schedule depends on your placement	9:00 AM–12:00 PM Class	
12:00–1:00 PM Lunch			12:00–1:00 PM Lunch	
1:00–2:30 PM Class	No Class		1:00–2:30 PM Class	No Class
2:45–4:00 PM				
Work Placement class				
4 weeks only				

EVENING PROGRAM SCHEDULE

Students taking the evening program will begin their program with 2 weeks in the Work Placement Skills Course before taking their first 6 week academic course. After every 6 week course, students will take a 2 week break before starting their next course. After completing the final course, students complete their co-op placement then return to Greystone College for 4 weeks of Post Placement Study, and graduation.

48 WEEKS ACADEMIC STUDY		40 WEEKS CO-OP	4 WEEKS POST PLACEMENT STUDY	
MON–THU		VARIES	MON–THU	
5:15–6:30 PM	5:15–9:00 PM	Scheduled Break	5:15–9:00 PM	
Work Placement Skills: Part 1* (2 weeks)	Course (6 weeks / course 36 weeks total)	2 weeks between each course (8 weeks total) + Work Placement Skills: Part 2 (2 weeks)**	The Next Step** (4 weeks)	

*If space allows, students may repeat the Work Placement Skills: Part 1 any time throughout their program. The Work Placement Skills course runs every 8 weeks, during the scheduled break.

**In December, the break is 1 week long. The Work Placement Skills course will not run during this session; however, if required, students will be able to take the course 1 session before or after.



GSC/VAN/15/150616

LEVEL REQUIREMENT	B1	B2	B3	B4	I1	I2	I3	I4	A1	A2	A3

B=Beginner I=Intermediate A=Advanced

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DIPLOMA IN CUSTOMER SERVICE CO-OP COURSES

CORE PROGRAM COURSES		COURSE NAME	DESCRIPTION
CORE PROGRAM COURSES	Workplace Communication	In this workplace-centered course, students will develop communication skills for the workplace. Key workplace communication skills include gathering, conveying, and receiving information together with completing routine written correspondence.	
	Working Effectively with Others	In this course, students will develop teamwork skills for the workplace. The course covers topics like working in a group environment, promoting team commitment and cooperation, supporting team members and dealing effectively with issues, problems and conflict.	
	Basic IT Skills—Produce Word Processed Documents*	In this course, students will learn how to correctly operate word processing applications to produce workplace documents.	
	Basic IT Skills—Create and Use Spreadsheets*	In this course, students will learn how to correctly create and use spreadsheets and charts using industry-standard spreadsheet software.	
	Hospitality, Tourism & Travel Industry Information	In this course, students will gain the knowledge required to source and use current and emerging information on the hospitality, tourism and travel industry. Students will develop research skills in order to stay current on industry structure and technology issues and will integrate this essential knowledge on a daily basis to work effectively in the industry.	
	Providing Information and Assistance	In this course, students will gain the knowledge required to provide customers with information and assistance on facilities, products and services. They will learn how to identify customer needs and how to build their knowledge base in order to provide relevant and helpful information.	
	Customer Interaction	In this course, students will gain the knowledge required to deliver a fundamental customer service to both internal and external customers. Good customer service requires the ability to greet and serve customers and to respond effectively to customer service enquiries including routine customer problems.	
CO-OP PREPARATION	Work Placement Skills	In this course, students will prepare for the Canadian workplace. This course is very useful to students registered in a co-op program. It rapidly prepares students to apply for jobs and ensures their résumés and cover letters are to the business standard. Additionally, it helps students through the process of applying for a tax file number (SIN).	
POST-CO-OP FOLLOWUP	The Next Step	This course follows up with students after their work placement. It provides the student with a new perspective of their goals and achievements and prepares them to take the next step when they leave the program.	

Basic IT Skills—Produce Word Processed Documents and Basic IT Skills—Create and Use Spreadsheets run together during the same session (Each course is half the normal course duration).

CO-OP POSITIONS COULD INCLUDE THE FOLLOWING

- Food and Beverage Attendant
- Front Desk Receptionist
- Function Attendant
- Function Host
- Restaurant Host/Hostess
- Server/Banquet Server
- Sales Clerk/Customer Service Attendant